

OVERSEAS TRAVEL CLAIMS PROCEDURE

- If you are suffering from an illness / disease or meet with an accident which requires visit to the doctor or hospitalisation, contact EUROP-ASSISTANCE INDIA, a service provider appointed by us for your assistance.
- It is mandatory to intimate the claim to the service provider, even if you do not need any assistance and will be submitting a claim on your return to India. Claim if not intimated to the service provider the claim is liable to get rejected.
- While intimating the claim, TPA may ask for certain information as mentioned:
 - Policy Number
 - Name of the Insured
 - Address where insured is residing while abroad
 - Complaints / Illness / Disease for which hospitalized
 - Hospital name / location / date of admission if hospitalized
 - Name of the treating / attending doctor
 - Date and time of accident and brief description of accident along with place of accident (for accident cases)
 - Name & contact details of person intimating the claim
 - Contact no and e-mail id of insured for future correspondence
- On intimating the event as stated above, EUROP-ASSISTANCE INDIA, as the case may be, will guarantee to the service provider the costs of hospitalization, transportation for emergency services, transportation home for you and any covered accompanying person and financial emergency assistance. All costs will be directly settled by the Service Provider on our behalf and the same shall constitute due discharge of our obligations hereunder.
- In the event of Emergency Medical Evacuation and Repatriation of Mortal Remains, contact immediately to the EUROP-ASSISTANCE INDIA Alarm Centre through Help Line. EUROP-ASSISTANCE INDIA will assist you as the case may be and all costs will be directly settled by the Service Provider on our behalf and the same shall constitute due discharge of our obligations hereunder.
- In the event of assistance towards pre-trip information, Embassy referral, Lost luggage, Lost passport, Weather and exchange rate information, Emergency message transmission, Arrangement of hotel accommodation, Appointment with local doctors, and Dispatch of Essential medicine, contact EUROP-ASSISTANCE INDIA through Help Line / Email.
- Reimbursement of all claims (except claims under Financial Emergency Assistance) will be made by the EUROP-ASSISTANCE INDIA in Indian Rupees on your return back to the Republic of India, at the exchange rate specified by the Reserve Bank of India, as applicable on the date the amount is billed. Claims under Financial Emergency Assistance shall be settled / arranged directly to you, whilst abroad, by the Service Provider.

- Claim documents must be submitted for reimbursement to the EUROP-ASSISTANCE INDIA not later than one (1) month after the return date or the completion of the treatment or transportation home, or in the event of death, after transportation of the mortal remains / burial.

CONTACT DETAILS OF EUROP-ASSISTANCE INDIA SERVICES (INDIA) PVT. LTD:

24 hours Help Line No. : +91 22 6734 7841
National Toll Free No. : 1800 209 2333
Claims Landline No. : +91 22 67347 841
UIFN (International Toll Free No) [Click to view](#)
Fax No. : +91 **22 6734 7888**
Email ID : fji@europ-assistance.in
Weblink : www.europ-assistance.in

TRAVEL SURAKSHA CLAIMS

For Assistance Contact : 24X7 helpline number: +91 22 6734 7841
Europ Assistance National toll-free number: 1800 209 2333
UIFN: Refer our website / policy kit

For claims and related queries, contact:

Claims landline number: +91 22 6734 7841
Fax number: +91 22 6734 7888
Address: **Europ Assistance India**

301, C Wing, Business Square, Andheri Kurla Road, Chakala,

Andheri (E), Mumbai 400093,

Maharashtra, INDIA

Email ID: fji@europ-assistance.in